

"Proxy Server Error" Instructions:

Step 1: GO TO: <http://iase.disa.mil/pki-pke/Pages/tools.aspx>

Step 2: Find the Certificate Validation Tab and select it.

Step 3: Scroll down until you find "FBCA Cross-Certificate Remover 1.14" and select it.

Note: This should open a zip window that contains two zipped files: FBCA_crosscert-remover-v114.config and FBCA_crosscert-remover-v114.exe

Step 4: Drag and drop the .EXE file to your desktop from this window.

Step 5: Double click the FBCA_crosscert-remover-v114.exe icon on the desk top.

Note: It will open a small window and run a short DOS executable file.

Step 6: Press "enter" after the DOS file runs and stops.

Note: You should see a second DOS executable file start to run in the same open window

Step 7: Press "enter" a second time.

Note: The window should close automatically.

Step 8: Close all Internet Explorer web pages that may be open and reopen a completely new Internet Explorer web page.

8a. Log into BOL. The BOL menu will load.

8b. Select PRIMS from the BOL menu.

Should this not correct your error, please contact your command IT for further diagnosis.